Student Complaint Process

Texas Southern University's (TSU) mission is to provide quality instruction in a culture of innovative teaching and learning, basic and applied research and scholarship that is responsive to community issues, and opportunities for public service that benefit the community and the world.

Consistent with our mission, TSU welcomes opinions and feedback from both students and non-students regarding our policies and procedures by valuing all concerns brought by members of our university community, and ensuring that student concerns are addressed fairly and promptly.

In doing so, Texas Southern University (TSU) provides students with a procedure for resolving complaints against the University, its faculty, staff and other students in matters where no other formal process for resolution of complaints has been established. Concerns of this nature are usually the result of behavior that is felt to be unjust, inequitable, or creates an unnecessary hardship. Although TSU and its employees make every effort to serve students and non-students courteously and professionally, a current, former or prospective student who desires to file such a complaint should complete the Ombudsman's form and submit it to the university's Office of the Ombudsman (TSU Hannah Hall - Suite 304F - (713) 313-7840; or e-mail to labrie_lj@tsu.edu).

This process does not supersede other specific TSU policies relative to student complaints or appeals including discrimination, student financial aid, admissions, academic policies, involuntary withdrawal, disability accommodations, Student Code of Conduct or human resource related matters. In affairs involving Student Code of Conduct violations or Housing concerns, student should complete the Office of the Dean of Students' "Complaint Form" (establish like to form), and submit it either in person at the Recreation Center, Suite 225, email to reck_ca@tsu.edu, or call (713) 313-7856. To file complaints in other areas, please see TSU's Title IX Grievance Procedure, Academic Grievance Procedures (Undergraduate or Graduate), Sexual Harassment Policy, Americans with Disabilities Act/504 Policy, FERPA Student Record/Privacy Policy.

If an issue cannot be resolved internally, you may file a complaint with the Texas Higher Education Coordinating Board ("THECB") by sending the required complaint and other forms either by electronic mail to studentcomplaints@thecb.state.tx.us, or by mail to THECB, Office of General Counsel, P. O. Box 12788, Austin, TX 78711-2788. The THECB's complaint process can be found here.

Texas Southern University is accredited by the Southern Association of Colleges and Schools (SACS). The SACS website provides complaint procedures against the Commission and its accredited institutions. The SACS complaint process can be found here.